

ADMINISTRATIVE INFORMATION SPECIALIST

DUTIES Under general direction and using independent judgment:

1. To prepare complex documents and reports;
2. To perform difficult transcription and typing services;
3. To establish, maintain and perform office support services;
4. To establish and perform information processing services;
5. To advise, assist and train staff who perform office support services; and
6. To provide service to the public on complex or specialized matters

ACCOUNTABILITIES

1. Preparing complex documents and reports
 - A. Collecting, analyzing, consolidating, and summarizing data from different sources.
 - B. Preparing, checking, recording and analyzing complex requisitions, forms, reports, notices, bills, payrolls, invoices, vouchers, statements, registrations, permits, records, returns, ballots, applications, legal descriptions and other documents.
 - C. Assisting in the preparation and monitoring of the department/division operating budget.
 - D. Creating, reviewing, checking, processing, and distributing reports and documents.
 - E. Preparing and presenting documentation and forms for use in a court of law.
2. Performing difficult transcription and typing services, using independent judgment.
 - A. Collecting, analyzing, consolidating, and summarizing information, data and materials for typing.
 - B. Performing transcription services using transcription equipment (mandatory) and shorthand (optional).
 - C. Performing typing of letters, reports, assessments, bills, work orders, minutes, vouchers, requisitions, statements, schedules, forms, affidavits, briefs, warrants, permits, opinions, proceedings, ordinances, contracts, orders, subpoenas, agendas and other documents using typewriters and word processors.
 - D. Writing complex letters, memos, correspondence and other materials from statutory procedures, standard practice, rough drafts, and oral/written instructions.
 - E. Independently responding to routine correspondence and processing papers and documents for which standard forms and procedures are available.
 - F. Reviewing, checking, processing and distributing typed reports

3. Establishing, maintaining and performing office support services.
 - A. Calculating charges, securing payments, issuing receipts, balancing accounts and depositing money from charges, fees, bills and deposits.
 - B. Calculating, balancing, reconciling and posting data to records and accounts.
 - C. Obtaining, recording, distributing and routing mail and correspondence.
 - D. Establishing and maintaining filing systems including indexes, lists, records, ledgers, rosters, manuals, record libraries and systems where discretion and decision making are involved.
 - E. Requisitioning, storing, distributing and inventorying office supplies and equipment.
 - F. Authorizing expenditures within established limits of authority.
 - G. Operating and maintaining duplicating, calculating, adding, addressing, voting, computing and word processing equipment.
 - H. Scheduling, arranging, preparing and providing clerical support for meetings and events.
 - I. Maintaining calendars, datebooks and schedules.
 - J. Assisting in the establishment and modification of office procedures as required.
 - K. Determining which accounts are uncollectible and recommending that those accounts be written off.
4. Establishing and performing information processing services
 - A. Verifying data for entry including checking source documents for accuracy and completeness.
 - B. Performing entry, retrieval, and compilation of data from source documents using data entry, micro computer and mainframe computer equipment.
 - C. Operating recorders, copiers, printers, bursters and collators.
 - D. Establishing and maintaining computer files and data bases using available software.
5. Advising, assisting and training staff who perform office support services.
 - A. Planning, prioritizing and assigning the work of assigned personnel.
 - B. Providing hiring recommendations and training assigned personnel.
 - C. Reviewing and evaluating the work of assigned personnel.
6. Providing service to the public on complex and unusual matters.
 - A. Answering the telephone, serving as receptionist, attending counter and referring callers to the proper party.
 - B. Interviewing the caller to solicit needed information.
 - C. Providing information, responding to questions and interpreting regulations, policies and procedures.
 - D. Acknowledging complaints and problems and resolving them or referring

- them to appropriate party.
- E. Distributing, securing, reviewing, approving, denying and issuing forms, applications, permits, licenses and registrations within areas
- F. Reviewing records and collecting information concerning delinquent accounts.
- G. Corresponding by telephone and/or visit with customers who have delinquent bills and attempting to collect or arrange a payment schedule for the past due bill.
- H. Serving legal papers on customers who have delinquent bills.
- I. Providing testimony as the City's agent in court cases involving delinquent accounts.

MINIMUM QUALIFICATIONS

1. Education and Experience

- A. Certification by the City's Joint Apprenticeship Training Committee (JATC) upon completion of the Information Technician Training Program.

2. Knowledge

- A. Knowledge of modern office methods, procedures and equipment.
- B. Knowledge of alphabetizing, indexing and filing systems.
- C. Knowledge of mathematics.
- D. Knowledge of English to include spelling, grammar, sentence construction and punctuation.
- E. Knowledge of business letter writing and forms.
- F. Knowledge of general office budgeting and bookkeeping terminology, practices and procedures.
- G. Knowledge of accepted, effective supervisory and office management practices.
- H. Knowledge of credit and collection work.

3. Skill

- A. Skill in typing at a rate of at least 60 words per minute from clear copy.
- B. Skill in making accurate computations.
- C. Skill in comparing and proofreading names, numbers and other data accurately and rapidly.
- D. Skill in counting money, making change and issuing receipts.
- E. Skill in using machine transcription equipment.
- F. If required, skill to take dictation at a rate of 80 words per minute.
- G. Skill in operating word processing, data entry, computing, duplicating, calculating, adding and other office equipment.
- H. Skill in composing business correspondence using independent judgment.
- I. Skill in establishing, organizing, maintaining and updating manual and electronic files and records.
- J. Skill in interviewing customers to make arrangements for payment of past due bills.

4. Ability

- A. Ability to interpret questions, provide satisfactory explanations and resolve complaints.
- B. Ability to write legibly.
- C. Ability to understand and execute complex policies/procedures and oral/written instructions.
- D. Ability to work independently and exercise discretion in absence of specific instructions or supervision.
- E. Ability to organize, priorities, assign and review work.
- F. Ability to learn and explain a wide variety of technical procedures and policies.
- G. Ability to train personnel in office duties.
- H. Ability to establish and maintain effective working relationships with supervisors, co-workers, subordinates, and the public.
- I. Ability to sit, stand, walk, push, pull, stoop, reach, finger, and handle.
- J. Ability to obtain a Minnesota Class "C" Driver's License or privilege if required by the employer.
- K. Ability to complete the training program as approved by the Joint Apprenticeship Training Committee (JATC).
- L. Ability to perform LIGHT WORK (defined as lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds).
- M. Ability to obtain job-related certifications if required by the employer.

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